



Attorney Docket No. FNL-005/00US

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Date: **November 8, 2001**By: Sherry Duncan Bitler  
**Sherry Duncan Bitler****IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**In re application of **Burgin et al.**Serial No.: **09/944,676**

Examiner:

Confirmation No.:

Art Unit: **3713**Filed: **08/31/01**For: **SYSTEM AND METHOD FOR AUTOMATED END-USER SUPPORT**

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Commissioner for Patents  
Washington, D.C. 20231

**INFORMATION DISCLOSURE STATEMENT  
UNDER 37 C.F.R. §1.97(b)**

In accordance with the duty of disclosure set forth in 37 C.F.R. §1.56,  
 Applicant(s) hereby submits the following information in conformance with 37 C.F.R.  
 §§1.97 and 1.98.

- Pursuant to 37 C.F.R. §1.98, a copy of each document cited in the attached Form PTO/SB/08 is enclosed.
- No copies of the publications listed on the attached Form PTO/SB/08 are being provided pursuant to 37 C.F.R. §1.98(d) because the publications were previously cited by or submitted to the Office in prior Application Serial No.        to which the above-identified application claims priority under 35 U.S.C. §120.
- Publication(s)        listed on the attached Form PTO/SB/08 were cited in a foreign search or examination report corresponding to        application serial no.        and mailed on       .



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- Enclosed is a copy of a non-English publication(s) \_\_\_\_\_. Pursuant to §609 of the M.P.E.P., Applicant submits the attached foreign search or examination report, which cites such non-English language publication(s).
- Enclosed is a copy of a non-English publication(s) \_\_\_\_\_. English language publication \_\_\_\_ (copy enclosed) claims priority from this non-English publication.
- Enclosed is an explanation of non-English publication(s) \_\_\_\_ for which an English translation is not available.
- Enclosed is an English translation of non-English publication(s) \_\_\_\_ cited in the attached Form PTO/SB/08.
- Enclosed is a copy of pending patent Application Serial No. \_\_\_\_.

This Information Disclosure Statement is filed within any one of the following time periods:

- within three months from the filing date of this national application other than a CPA under 37 C.F.R. § 1.53(d);
- within three months from the date of entry of the national stage as set forth in 37 C.F.R. §1.491 in this international application;
- before the mailing date of a first office action on the merits; or
- before the mailing of a first office action after the filing of a request for continued examination under 37 C.F.R. § 1.114.

It is respectfully requested that the Examiner consider the above-noted information and return an initialed copy of the attached Form PTO/SB/08 to the undersigned.

Dated: November 8, 2001

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Respectfully submitted,  
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